

What patients  
"say" about their  
experiences with  
hospital care  
in the greater  
Iowa area

**Prototype:** for discussion  
only; seeking your input.  
Contact the IHBA office.



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# About HCAHPS

## What is the Survey of Patients Hospital Experiences (HCAHPS)?

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national, standardized survey of hospital patients. It was created to publicly report the patient's perspective of hospital care. The survey asks a random sample of recently discharged patients about important aspects of their hospital experiences.

HCAHPS is sponsored by the U.S. Dept of Health and Human Services. The HCAHPS results posted on Hospital Compare allow consumers to make fair and objective comparisons between hospitals, and of individual hospitals to state and national benchmarks, on ten important measures of patients' perspectives of care.

HCAHPS was developed by a partnership of public and private organizations. Development of the survey was funded by the federal government,

### Hospital Compare:

[www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov).

### Value-Driven Health Care:

[www.hhs.gov/transparency](http://www.hhs.gov/transparency).

### The Leapfrog Group:

[www.leapfroggroup.org](http://www.leapfroggroup.org).

specifically the Centers for Medicare and Medicaid services (CMS) and the Agency for Healthcare Research and Quality (AHRQ). For more on HCAHPS

information, visit the official HCAHPS website: [www.hcahpsonline.org](http://www.hcahpsonline.org).

## The ten important measures of patients' perspective of care.

- 1) Percentage of patients who reported that their nurses "Always" communicated well.
- 2) Percentage of patients who reported that their doctors "Always" communicated well.
- 3) Percentage of patients who reported that they "Always" received help as soon as they wanted.
- 4) Percentage of patients who reported that their pain was "Always" well controlled.
- 5) Percentage of patients who reported that staff "Always" explained about medicines before giving it to them.
- 6) Percentage of patients who reported that their room and bath were "Always" clean.
- 7) Percentage of patients who reported that the area around their room was "Always" quiet at night.
- 8) Percentage of patients at each hospital who reported that "YES," they were given information about what to do during their recovery at home.
- 9) Percentage of patients who gave their hospital a ranking of 9 or 10 on a scale of 0 (lowest) to 10 (highest).
- 10) Percentage of patients who reported "YES," they would definitely recommend the hospital.

**Note:** Information in the following tables was taken from the U.S. Department of Health and Human Services website Hospital Compare mid-year 2008.

**Note:** This brochure was financed in part by a grant from the Federal Mediation and Conciliation Service.

**Table 1:** What patients “say” about their experiences with hospital care in the greater Iowa area.

The hospitals listed on the following tables are in order of their score in “**Definitely Recommend**” column.

| Hospital Name and Location          | Definitely Recommend | Rating of 9 or 10 | Nurses Always Communicated Well | Doctors Always Communicated Well | Always Receive Help As Soon As Wanted |
|-------------------------------------|----------------------|-------------------|---------------------------------|----------------------------------|---------------------------------------|
| <b>90th Percentile</b>              | <b>80%</b>           | <b>73%</b>        | <b>80%</b>                      | <b>86%</b>                       | <b>72%</b>                            |
| Saint Mary's, Rochester             | 85%                  | 75%               | 82%                             | 83%                              | 71%                                   |
| Waverly Health Center, Waverly      | 84%                  | 85%               | 85%                             | 82%                              | 68%                                   |
| Mercy, Iowa City                    | 83%                  | 75%               | 78%                             | 82%                              | 70%                                   |
| Rochester Methodist, Rochester      | 78%                  | 72%               | 79%                             | 81%                              | 68%                                   |
| Mercy, Cedar Rapids                 | 77%                  | 73%               | 73%                             | 78%                              | 60%                                   |
| Alegent Mercy, Council Bluffs       | 76%                  | 72%               | 75%                             | 81%                              | 62%                                   |
| Methodist, Des Moines               | 76%                  | 68%               | 73%                             | 74%                              | 58%                                   |
| Mercy, Dubuque                      | 76%                  | 76%               | 77%                             | 80%                              | 66%                                   |
| Alegent Bergan Mercy, Omaha         | 75%                  | 72%               | 80%                             | 85%                              | 62%                                   |
| Pella Regional, Pella               | 75%                  | 72%               | 76%                             | 84%                              | 68%                                   |
| Ft. Madison Community, Ft. Madison  | 75%                  | 73%               | 79%                             | 79%                              | 61%                                   |
| St Lukes, Cedar Rapids              | 74%                  | 71%               | 73%                             | 76%                              | 57%                                   |
| Genesis, Davenport                  | 74%                  | 69%               | 79%                             | 80%                              | 70%                                   |
| St Lukes, Souix City                | 74%                  | 65%               | 72%                             | 75%                              | 64%                                   |
| Iowa Lutheran, Des Moines           | 74%                  | 70%               | 71%                             | 71%                              | 56%                                   |
| Nebraska Medical Center, Omaha      | 73%                  | 67%               | 74%                             | 77%                              | 58%                                   |
| Skiff, Newton                       | 73%                  | 73%               | 77%                             | 85%                              | 67%                                   |
| U of I, Iowa City                   | 72%                  | 66%               | 71%                             | 72%                              | 55%                                   |
| Alegent Immanuel, Omaha             | 72%                  | 70%               | 78%                             | 84%                              | 62%                                   |
| Grinnell Regional, Grinnell         | 71%                  | 66%               | 77%                             | 77%                              | 60%                                   |
| Mercy, Souix City                   | 70%                  | 66%               | 71%                             | 75%                              | 57%                                   |
| Mercy, Mason City                   | 69%                  | 69%               | 74%                             | 73%                              | 62%                                   |
| Jennie Edmunds, Council Bluffs      | 69%                  | 64%               | 75%                             | 78%                              | 62%                                   |
| Covenant, Waterloo                  | 68%                  | 59%               | 70%                             | 79%                              | 59%                                   |
| Mercy, Des Moines                   | 67%                  | 62%               | 66%                             | 68%                              | 49%                                   |
| Creighton University, Omaha         | 67%                  | 61%               | 71%                             | 78%                              | 57%                                   |
| Sartori, Cedar Falls                | 65%                  | 63%               | 75%                             | 81%                              | 58%                                   |
| Mary Greely, Ames                   | 64%                  | 57%               | 67%                             | 79%                              | 55%                                   |
| Trinity, Rock Island, Illinois      | 63%                  | 59%               | 69%                             | 76%                              | 54%                                   |
| Trinity, Ft Dodge                   | 63%                  | 67%               | 72%                             | 79%                              | 66%                                   |
| Allen, Waterloo (recently reported) | 63%                  | 59%               | 68%                             | 72%                              | 54%                                   |
| Finley, Dubuque                     | 62%                  | 61%               | 75%                             | 79%                              | 59%                                   |
| Mercy, Clinton                      | 58%                  | 58%               | 71%                             | 78%                              | 61%                                   |
| Keokuk Area, Keokuk                 | 58%                  | 61%               | 76%                             | 85%                              | 64%                                   |
| Ottumwa Regional, Ottumwa           | 54%                  | 58%               | 76%                             | 76%                              | 67%                                   |
| Great River Med, West Burlington    | NA                   | NA                | NA                              | NA                               | NA                                    |
| Broadlawns, Des Moines              | NA                   | NA                | NA                              | NA                               | NA                                    |

The **90th percentile** of some measure is the score that was higher than 90% of the hospitals reporting nationally during 2008. Source: 2008 CAHPS Hospital Survey Chartbook, AHRQ, June 2008.

NA = Not Available

**Table 2:** What patients “say” about their experiences with hospital care in the greater Iowa area.

| <b>Hospital Name<br/>and Location</b> | Pain Always<br>Well<br>Controlled | Always Explain<br>Medicines<br>Before Giving | Room and<br>Bathroom<br>Always Clean | Room Always<br>Quiet<br>At Night | Given Recovery<br>At Home<br>Instructions |
|---------------------------------------|-----------------------------------|--|--------------------------------------|----------------------------------|---|
| <b>90th Percentile</b>                | <b>74%</b>                        | <b>65%</b>                                   | <b>78%</b>                           | <b>67%</b>                       | <b>85%</b>                                |
| Saint Mary's, Rochester               | 74%                               | 63%  | 74%                                  | 66%                              | 87%                                       |
| Waverly Health Center, Waverly        | 71%                               | 64%  | 94%                                  | 72%                              | 83%                                       |
| Mercy, Iowa City                      | 70%                               | 65%  | 67%                                  | 56%                              | 87%                                       |
| Rochester Methodist, Rochester        | 71%                               | 57%  | 66%                                  | 51%                              | 90%                                       |
| Mercy, Cedar Rapids                   | 68%                               | 58%  | 73%                                  | 61%                              | 82%                                       |
| Alegent Mercy, Council Bluffs         | 70%                               | 59%  | 71%                                  | 70%                              | 84%                                       |
| Methodist, Des Moines                 | 64%                               | 59%  | 67%                                  | 54%                              | 78%                                       |
| Mercy, Dubuque                        | 65%                               | 64%  | 77%                                  | 55%                              | 85%                                       |
| Alegent Bergan Mercy, Omaha           | 71%                               | 63%  | 64%                                  | 53%                              | 88%                                       |
| Pella Regional, Pella                 | 71%                               | 64%  | 66%                                  | 50%                              | 81%                                       |
| Ft. Madison Community, Ft. Madison    | 67%                               | 60%  | 75%                                  | 52%                              | 86%                                       |
| St Lukes, Cedar Rapids                | 66%                               | 64%  | 72%                                  | 55%                              | 84%                                       |
| Genesis, Davenport                    | 70%                               | 64%  | 74%                                  | 53%                              | 84%                                       |
| St Lukes, Sioux City                  | 67%                               | 56%  | 65%                                  | 56%                              | 82%                                       |
| Iowa Lutheran, Des Moines             | 63%                               | 61%  | 67%                                  | 58%                              | 75%                                       |
| Nebraska Medical Center, Omaha        | 65%                               | 55%  | 65%                                  | 52%                              | 82%                                       |
| Skiff, Newton                         | 70%                               | 62%  | 74%                                  | 51%                              | 85%                                       |
| U of I, Iowa City                     | 63%                               | 58%  | 64%                                  | 46%                              | 84%                                       |
| Alegent Immanuel, Omaha               | 69%                               | 57%  | 72%                                  | 61%                              | 86%                                       |
| Grinnell Regional, Grinnell           | 70%                               | 60%  | 75%                                  | 50%                              | 87%                                       |
| Mercy, Sioux City                     | 61%                               | 57%  | 67%                                  | 47%                              | 80%                                       |
| Mercy, Mason City                     | 68%                               | 56%  | 70%                                  | 47%                              | 83%                                       |
| Jennie Edmounds, Council Bluffs       | 66%                               | 55%  | 76%                                  | 54%                              | 81%                                       |
| Covenant, Waterloo                    | 68%                               | 58%  | 65%                                  | 56%                              | 84%                                       |
| Mercy, Des Moines                     | 61%                               | 53%  | 62%                                  | 52%                              | 80%                                       |
| Creighton University, Omaha           | 66%                               | 63%  | 63%                                  | 57%                              | 83%                                       |
| Sartori, Cedar Falls                  | 65%                               | 48%  | 67%                                  | 68%                              | 83%                                       |
| Mary Greely, Ames                     | 59%                               | 56%  | 62%                                  | 48%                              | 78%                                       |
| Trinity, Rock Island, Illinois        | 61%                               | 53%  | 62%                                  | 49%                              | 82%                                       |
| Trinity, Ft Dodge                     | 67%                               | 59%  | 78%                                  | 49%                              | 81%                                       |
| Allen, Waterloo (recently reported)   | 61%                               | 54%  | 70%                                  | 55%                              | 81%                                       |
| Finley, Dubuque                       | 65%                               | 58%  | 72%                                  | 52%                              | 86%                                       |
| Mercy, Clinton                        | 65%                               | 48%  | 71%                                  | 46%                              | 77%                                       |
| Keokuk Area, Keokuk                   | 70%                               | 55%  | 74%                                  | 51%                              | 75%                                       |
| Ottumwa Regional, Ottumwa             | 74%                               | 62%  | 77%                                  | 64%                              | 83%                                       |
| Great River Med, West Burlington      | NA                                | NA   | NA                                   | NA                               | NA  |
| Broadlawns, Des Moines                | NA                                | NA   | NA                                   | NA                               | NA  |

NA = Not Available

**The 90th percentile** of some measure is the score that was higher than 90% of the hospitals reporting nationally during 2008. Source: 2008 CAHPS Hospital Survey Chartbook, AHRQ, June 2008.